Entire applications divided into 2 main categories:

1. AutomationX
2. Power Analytics

AutomationX :

Most of the things in the Service Desk stack can be automated one way or the other. Our business is entirely concentrating of automating the entire stack for the users, so that they can concentrate more on their customer satisfaction and analyzing the business flow.

Here are the below features providing to our valuable clients:

1. Auto Send Emails
2. Auto Re-Grouping/Assignment of Tickets
3. Auto Update of Statuses
4. Auto SLA Breach Notifications
5. Auto Issue SolverX
6. Smooth (3rd)Third Party Integrations
7. In-App and SMS Notifications
8. Real-time Report Generation

Description of each feature:

1. Auto Send Emails:
   1. Send the “Follow-Up” Emails to Agents/Groups(Internal Teams) for getting faster updates.
   2. Send the statuses of the tickets to customer based on following configurations:
      1. Send for only selected statuses from the list of ticket statuses. So when agent selects his/her choice, the mails will get triggered when the ticket status is changed to the one of the statuses in the selected list.
      2. Send Emails for the selected Time duration. For every day/1 or 2 or 3 or 4 week(s)/1 month. Mails can be sent based on the configured content in reply mails while selecting this category.
      3. The above two filters can be clubbed together while configuring the Emails.
   3. Send the Emails based on change of Priority to Customers/Agents/Groups(Internal Teams)
   4. For Escalation of Tickets due to SLA Breaches
   5. For Re-opened issues – A ticket can be re-opened when customer replies back to his closed ticket. Here the system will auto reopen the ticket or agent can do it manually.
2. Auto Grouping/Assigning of Tickets
   1. Re-grouping the tickets based on the Priority and assign to respective agent/group(internal team) considering the order from high to low. Also, display it in the dashboards of respective Agent or Group members.
   2. Prioritize the tickets based on Priority level for the supervisors if they pending with approvals on their dashboard screen.
3. Auto Update of Statuses
   1. Statuses can be updated to system by Email/SMS/Web portal or from Mobile App by Agent/Groups(Internal Team)
4. Auto SLA Breach Notifications
   1. Due date of a ticket is based on ‘Priority’ .
   2. Agents can send the notifications to assigned groups based on below configuration in UI:
      1. Time duration for each level. i.e: Every 30mins/1,2,4,6 hrs/1,2,3 days/1 week/14days
      2. Level of escalation. i.e: 1/2/3/4
      3. Can add multiple number of Supervisors in To list and in CC list for each level.